AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing Of Claims:

Please amend the claims as follows:

1.   (Currently Amended) A method for communicating with a technician at a customer service location in a telecommunications system, the method comprising:

receiving an electronic message from an administration system to a technician access device at a technician server operatively associated with the administration system, the electronic message being separated, stored, and maintained [[into]] as at least two portions being respectively customized for transmission to different groups of technicians, customization, storage, and maintenance of the at least two customized, stored, and maintained portions being dependent on a plurality of profile characteristics stored in the administration system;

modifying, by an administration system, at least one of the customized, stored, and maintained portions of the electronic message;

receiving a request, initiated by the technician, for access to one of the customized, stored, and maintained portions of the electronic message from the technician access device;

determining whether the request for access is a first occurrence of access within a predetermined time period based on a daily procedure performed by the technician;

determining whether the one <u>customized, stored, and maintained</u> portion of electronic message has been modified since a past request for access to the one <u>customized, stored, and maintained</u> portion of the electronic message initiated by the technician; and

transmitting the received one <u>customized, stored, and maintained</u> portion of the electronic message to the <u>technician</u> access device for display at the customer service location after the occurrence of a determination that the request for access is a second or more occurrence of access within the predetermined time period based on the daily procedure performed by the technician and a determination that the one <u>customized, stored, and maintained</u> portion of the electronic message has been modified since the past request for access to the one <u>customized, stored, and maintained</u> portion of the electronic message initiated by the technician.

2. - 3. (Canceled)

4.   (Currently Amended) The method of Claim 1, further comprising displaying <u>the one customized, stored, and maintained portion of</u> the electronic message on a screen display if the access is verified as the first occurrence in the time period.

5.   (Currently Amended) The method of Claim 1, further comprising not displaying <u>the one customized, stored, and maintained portion of</u> the electronic message on a screen display if the access is verified as a second or subsequent time in the time period.

6. (Currently Amended) The method of Claim 1, further comprising sending the one customized, stored, and maintained portion of the electronic message to an output device.

7. (Original) The method of Claim 1, further comprising retrieving at least one previously generated electronic message.

8. (Canceled)

9. (Currently Amended) The method of Claim [[8]] 1, further comprising customizing at least one of the portions of the electronic message for displaying the customized portion to at least one technician.

10. (Previously Presented) The method of Claim 9, further comprising identifying a profile characteristic stored in the administration system in connection with customizing at least one of the portions.

11. (Currently Amended) A system for communicating with a technician at a customer service location in a telecommunications system, the system comprising:

an administration system configured for generating at least one electronic message and enabled for the modification of at least one electronic message;

a protocol server configured to communicate with a technician access device;

a technician server operatively associated with the administration system and the protocol server, the technician server being configured [[for]] to:

receiving receive a first generated electronic message, the first electronic message being separated, stored, and maintained [[into]] as at least two portions being respectively customized for transmission to different groups of technicians, customization, storage, and maintenance of the at least two customized, stored, and maintained portions being dependent on a plurality of profile characteristics stored in the administration system;

sending send one portion of the customized, stored, and maintained portions of the first generated electronic message to [[an]] a technician access device associated with the protocol server;

receiving receive a second generated electronic message, the second electronic message being separated, stored, and maintained as at least two portions being respectively customized for transmission to different groups of technicians, customization, storage, and maintenance of the at least two customized, stored, and maintained portions being dependent on a plurality of profile characteristics stored in the administration system; and

sending send one of the customized, stored, and maintained portions of the second generated electronic message to the technician access device associated with the protocol server if,

the one customized, stored, and maintained portion of the second generated electronic message is a modified version of the one customized, stored, and maintained portion of the first generated

electronic message that was previously sent to the <u>technician</u> access device <u>associated with the protocol server</u>, and

a request for access to the technician server, initiated by [[a]] <u>the</u> technician, to the one <u>customized, stored, and maintained</u> portion of the first electronic message from the <u>technician</u> access device <u>associated with the protocol server</u> is a second or greater occurrence of access within a predetermined time period based on a daily procedure performed by the technician; and

a screen display configured to display [[the]] one ~~portion~~ of the <u>customized, stored, and maintained</u> portions of [[the]] <u>an</u> electronic message <u>received by a technician access device</u> for viewing on the <u>technician</u> access device if the generated electronic message was received by the <u>technician</u> access device <u>associated with the protocol server</u> from the technician server.

12. (Currently Amended) The system of Claim 11, further comprising at least one output device operatively associated with the <u>technician</u> access device and configured for receiving <u>at least one customized, stored, and maintained portion of</u> the electronic message.

13. (Previously Presented) The system of Claim 11, wherein the administration system includes a database having at least one profile characteristic stored thereon.

14.   (Currently Amended) A computer-readable storage medium containing instructions for assisting a computer system to perform a method for communicating with a technician at a customer service location in a telecommunications system, the method comprising:

receiving an electronic message from an administration system to a technician access device at a technician server operatively associated with the administration system, the electronic message being separated, stored, and maintained [[into]] as at least two portions being respectively customized for transmission to different groups of technicians, customization, storage, and maintenance of the at least two customized, stored, and maintained portions being dependent on a plurality of profile characteristics stored in the administration system;

modifying, by an administration system, at least one of the customized, stored, and maintained portions of the electronic message;

receiving a request, initiated by the technician, for access to one of the customized, stored, and maintained portions of the electronic message from the technician access device;

determining whether the request for access is a first occurrence of access within a predetermined time period based on a daily procedure performed by the technician;

determining whether the one customized, stored, and maintained portion of electronic message has been modified since a past request for access to the one customized, stored, and maintained portion of the electronic message initiated by the technician; and

transmitting the received one <u>customized, stored, and maintained</u> portion of the electronic message to the <u>technician</u> access device for display at the customer service location after the occurrence of a determination that the request for access is a second or more occurrence of access within the predetermined time period based on the daily procedure performed by the technician and a determination that the one <u>customized, stored, and maintained</u> portion of the electronic message has been modified since the past request for access to the one <u>customized, stored, and maintained</u> portion of the electronic message initiated by the technician.

15. (Canceled)

16. (Currently Amended) The medium of Claim 14, further comprising displaying <u>the one customized, stored, and maintained portion of</u> the electronic message on a screen display if the access is verified as the first occurrence in the time period.

17. (Currently Amended) The medium of Claim 14, further comprising not displaying <u>the one customized, stored, and maintained portion of</u> the electronic message on a screen display if the access is verified as a second or subsequent time in the time period.

18. (Canceled)

19. (Previously Presented) The medium of Claim 14, further comprising customizing at least one of the portions of the electronic message for displaying the customized portion to at least one technician.

20. (Previously Presented) The medium of Claim 19, further comprising identifying a profile characteristic stored in the administration system in connection with customizing at least one of the portions.

21. (Currently Amended) A system for communicating with a technician at a customer service location in a telecommunications system, the system comprising:

means for receiving an electronic message from an administration system to a technician access device configured to communicate with a protocol server at a technician server operatively associated with [[said]] the administration system and the protocol server, the electronic message being separated, stored, and maintained [[into]] as at least two portions being respectively customized for transmission to different groups of technicians, customization, storage, and maintenance of the at least two customized, stored, and maintained portions being dependent on a plurality of profile characteristics stored in the administration system;

means for modifying, by an administration system, at least one of the customized, stored, and maintained portions of the electronic message;

means for receiving a request, initiated by the technician, for access to one portion of the customized, stored, and maintained portions of the electronic message from the technician access device associated with the protocol server;

means for determining whether the request for access is a first occurrence of access within a predetermined time period based on a daily procedure performed by the technician;

means for determining whether the one customized, stored, and maintained portion of the electronic message has been modified since a past request for access to the one customized, stored, and maintained portion of the electronic message initiated by the technician; and

means for transmitting the received one customized, stored, and maintained portion of the electronic message to the technician access device for display at the customer service location after the occurrence of a determination that the request for access is second or greater occurrence of access within the predetermined time period based on the daily procedure performed by the technician and a determination that the one customized, stored, and maintained portion of the electronic message has been modified since the past request for access to the one customized, stored, and maintained portion of the electronic message initiated by the technician.

22.   (Currently Amended) The system of Claim 21, further comprising means for outputting the displayed received one customized, stored, and maintained portion of the electronic message.

23.   (Original) The system of Claim 21, further comprising means for retrieving at least one previously generated electronic message.

24. (Previously Presented) The system of Claim 21, wherein the electronic message includes at least a first portion and a second portion.

25. (Previously Presented) The system of Claim 24, further comprising means for customizing at least one of the portions of the electronic message.

26. (Previously Presented) The system of Claim 25, further comprising means for displaying the customized portion to at least one technician.

27. (Currently Amended) The system of Claim 25, further comprising means for identifying a profile characteristic stored in the administration system, the administration system being operatively associated with the means for customizing at least [[a]] one portion of the electronic message.

28. (Currently Amended) The system of Claim 21, further comprising means for dismissing the displayed received one customized, stored, and maintained portion of the electronic message.

29. (Currently Amended) A method for communicating with a technician at a customer service location in a telecommunications system, the method comprising:

receiving access [[for]] to a technician server for receiving at least one electronic message from an administration system operatively associated with the technician server;

receiving a first electronic message if access occurs for a first time within a predetermined time period, the first electronic message being separated, stored, and maintained [[into]] as at least two portions being respectively customized for transmission to different groups of technicians, customization, storage, and maintenance of the at least two customized, stored, and maintained portions being dependent on a plurality of profile characteristics stored in the administration system;

receiving a second electronic message if the second electronic message is a modified version of the first electronic message, the second electronic message being separated, stored, and maintained [[into]] as at least two portions being respectively customized for transmission to different groups of technicians, customization, storage, and maintenance of the at least two customized, stored, and maintained portions being dependent on a plurality of profile characteristics stored in the administration system, and

a request for access to the technician server, initiated by [[a]] the technician, to one customized, stored, and maintained portion of the first message from [[the]] a technician access device is second or greater occurrence of access within a predetermined time period based on a daily procedure performed by the technician; and

communicating the one customized, stored, and maintained portion of the message to an output device.

30.   (Currently Amended) The method of Claim 29, further comprising not receiving the one customized, stored, and maintained portion of the electronic message if the access occurs for a second or subsequent time in the time period.

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31.   (Previously Presented) The method of Claim 29, wherein the output device comprises a displaying screen.

32.   (Previously Presented) The method of Claim 29, wherein the electronic message includes at least a first portion and a second portion.

33.   (Previously Presented) The method of Claim 32, further comprising customizing at least one of the portions of the electronic message for displaying the customized portion to at least one technician.

34.   (Previously Presented) The method of Claim 33, further comprising identifying a profile characteristic stored in the administration system in connection with customizing at least one of the portions.

35.   (Previously Presented) The method of Claim 1, wherein transmitting the received electronic message comprises transmitting the received electronic message comprising information conveying to a technician a hazard in a geographic area in which the technician is working.

36. (Previously Presented) The method of Claim 1, wherein determining if the electronic message has been modified since the past request for access to the message comprises determining if the electronic message has been modified since the past request for access to the message wherein subject matter in the electronic message was modified based on the geographic location of a technician.

37. (Previously Presented) The method of Claim 1, wherein the plurality of profile characteristics include at least one of a company a technicians works for and current geographic location of a technician.